IN THIS ISSUE

PROFILES ON SUPPORT

E VER TRIED TO MOVE A GRAND PIANO DOWN THREE STEPS ... BY YOURSELF?

Sure, you could do it. But would it play as well?

It's important to have professional support when and where you need it. That's the bottom line for the Center for Information Technology's (CIT) Division of Customer Support (DCS) - to be a consistent source of professional customer support within CIT, across the NIH, and in partnership with other federal agencies.

Staffed by both federal full-time employees (FTEs) and contractors, DCS is structured to deliver maximum support to both internal and external customers, with six distinct support groups.

Just a small part of the Division of Customer Support (DCS) Team; (top left to bottom right) **Laura Mulieri, Yvonne Almazan, Charles Taylor, Pat Ashburn, Lesa Jones, Jay Michael, Geoff Marsh, Shawn Weed, Tony Roberts, Kristen Dunn-Thomason**

From the Director
Al Graeff

Dear CIT Colleagues,

In this year-end issue of The Center Link, *Where CIT Connects*, we feature the enthusiasm and hard work of CIT's Division of Customer Support (DCS). With exceptional customer satisfaction ratings - there is much to celebrate at DCS.

At CIT our accomplishments are evident in what we do and how we fulfill our mission. In the year 2002, we have faced many challenges, while continuing to advance IT service and support to the NIH community and our federal partners. Many of us played important roles in a major relocation effort to new consolidated space at 10401 Fernwood Road. We have managed personnel consolidations and security challenges. We have brought new enterprise systems on line, and helped advance science through collaboration with researchers across NIH. We have continued to excel.

As we move forward into the year 2003, we will face new challenges and opportunities. I am certain that we will successfully handle these with skill and resolve. I am confident that we will build upon our strengths. We will continue to recognize, celebrate, and embrace the rich CIT diversity among our staff.

With every hope for a happy and peaceful New Year -

Al

As the Coordinators for CIT's 2002 Combined Federal Campaign (CFC), we want to thank each of you at CIT who have already pledged your support to this important effort. The difference our CFC dollars make to over 3,000 charitable organizations is no laughing matter - but we agree with a man who can still work a crowd ...

> *If you haven't got any charity in your heart, you have the worst kind of heart trouble.*
> *- Bob Hope*

As a member of the NIH community, it is important that CIT contributes its share in support of the NIH goal. Following the tragedy of 9/11, the NIH community responded with great compassion and generosity. Unfortunately, funding to other charities has suffered a significant decrease. They need your support.

If you have any questions, please don't hesitate to contact us or your CFC keyworker at http://cit.nih.gov/keyworker.

If you'd like to be inspired by stories of how we can make a difference - check out the NIH CFC web site http://cfc.nih.gov/default.htm.

Please don't delay - our 2002 NIH CFC campaign is drawing to a close!

All the best -
Danielle Kaczensky, CFC Deputy Coordinator
Sharon Williams-Abdullah, CFC Assistant Coordinator

"I look at victory as milestones on a very long highway."
Joan Benoit Samuelson
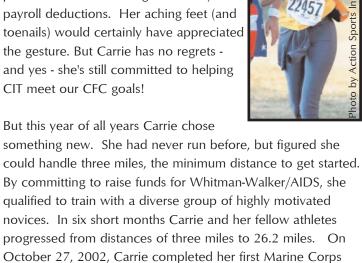
The Power of One ...

One minute - one moment - one decision. Left or right. Yes or no. Stay or go. Can any of us truly know how our actions impact others? How are we to know where the ripples end?

CIT's Carrie Williams chose six months ago to raise $1,700 to qualify - to train - to run - in the first race of her life. So she picked a marathon (the Marine Corps) and a charity (D.C.'s Whitman-Walker Clinic) although she had zero direct experience with both entities. It would have been much easier for Carrie to simply fill out her annual Combined Federal Campaign (CFC) form and make a positive difference through bi-weekly payroll deductions. Her aching feet (and toenails) would certainly have appreciated the gesture. But Carrie has no regrets - and yes - she's still committed to helping CIT meet our CFC goals!

But this year of all years Carrie chose something new. She had never run before, but figured she could handle three miles, the minimum distance to get started. By committing to raise funds for Whitman-Walker/AIDS, she qualified to train with a diverse group of highly motivated novices. In six short months Carrie and her fellow athletes progressed from distances of three miles to 26.2 miles.   On October 27, 2002, Carrie completed her first Marine Corps Marathon in 5 hours 58 minutes and 40 seconds.

Carrie is nothing if not candid. When we asked about her reasons for running, she laughed and shared this ... *"Honestly? This is so embarrassing. During our training I had to complete a twenty-mile practice run. I couldn't make the first date with my regular training partners, so I had to go to Virginia to run with a new group. So I get there, and we're waiting to start, and everyone begins to share why they're running. It felt like every person there except me had an inspiring story. The Ethiopian lady next to me was running her first marathon in honor of her sister, who had died alone from AIDS. No one in her family knew she was ill. So what am I supposed to say after that? At first, I just wanted to lose ten pounds. I was very happy to start that run before it was my turn to share!"*

We asked Carrie - what was the most memorable moment of her marathon day? Was it the happy faces of her friends and family cheering her on? Was it the thrill of finishing? What meant the most?

Carrie's answer made us appreciate the "power of one." For Carrie will never forget Abeo's race. In the picture below, the runner to Carrie's left is Abeo Williams, one of her Whitman-Walker teammates. Across Abeo's shirt is a piece of masking tape that simply says, "In Honor of Mom". Two nights before the race, Abeo's mother was traveling to Washington D.C. to cheer her daughter on in her first marathon. There was an auto accident and Abeo's mother died. In one moment - she was gone. Yet Abeo stepped up to the line on Sunday and finished her race for her mother.

We can't predict our moments, but we can make the most of the ones we're given.

Will Carrie Williams run another Marine Corps Marathon? In her own words, *"I have gotten so much support from my friends and family (and have even inspired at least three people to run next year in the Marine Corps Marathon) that I have decided not to run, but to donate my time to the Whitman-Walker Clinic. If I can touch people just by running 26.2 miles, imagine how I can touch the people who are suffering from AIDS/HIV and must live at the clinic. My daughter and I go on Sundays and spend time with the patients, serving food, reading to kids, and answering the phones. This has given my nine-year old daughter a reality check!! She now sees that not every household has a PlayStation2 and cable television."*

We have a feeling that Carrie's daughter appreciates the power of one.

Photo by Action Sports International

The Technical Assisstance and Support Center - Help Desk Team

(Continued from page 1)

Their functions and responsibilities are diverse; yet each DCS support group is dedicated to responsive problem resolution and outstanding customer support. Some DCS support groups are among the most visible faces of CIT - Technical Assistance Support Center (TASC), CIT Training, and CIT Deskside Support. Less visible, but equally important DCS support groups include the Internal Systems Group (ISG), Desktop Engineering (DE), and Information System Designated Procurement (ISDP).

The rollout of the U.S. Department of Health and Human Services (HHS) Enterprise Human Resources and Payroll (EHRP*) system is an excellent example of DCS support. In February 2002, HHS Operating Divisions, (OPDIVs), began replacing their existing legacy Human Resources administrative systems with the Department's new comprehensive EHRP system.

* The NIH Business and Research Support System (NBRSS) combines the NIH Business System (NBS) and the Enterprise Human Resources and Payroll System (EHRP). The NBS will replace selected administrative operations of the legacy Administrative Database; the EHRP will replace the human resources system currently used by HHS and its Operating Divisions. The implementation of these Enterprise Resource Planning systems promotes data sharing and provides information in "real time", ultimately providing more efficient administrative support to achieve NIH's scientific mission.

DCS has played a large role in assisting EHRP users. Since last spring, the CIT Training program has provided registration, facilitation and general assistance in 104 class sessions, smoothly training almost 1,500 students, with more classes scheduled. TASC is also playing a prominent role in EHRP support, since the system went "live" at NIH on September 10, 2002. TASC receives all user calls, resolves first and second tier issues, and interfaces with the EHRP Tier 3 staff on the resolution of problems needing further research. Through the end of November 2002, TASC handled 656 calls.

So how do you maintain and improve upon excellent customer support? Ask any member of DCS, and they'll tell you it's all about teamwork, trust, continuity and communication. Ask DCS Director Chris Ohlandt, and he will quickly agree - but then adds that candid self-

assessment is also critical to improvement. DCS continually polls its customer base. Results are reviewed and shared across DCS. For example, for the month of November 2002, TASC received a 93.03 percent rating of very good or excellent in customer satisfaction.

Impressive - but is it enough? In a fluid and fast-paced environment, DCS team members expect to be challenged. To improve their bottom line of exceptional customer service, DCS welcomes innovation and successfully navigates change. Whether it's introducing emergency 24x7 customer support or providing a secure, well-supported desktop computing environment, DCS team members are committed to excellence in customer support.

January 1993
DCRT Restructures - Customer Services Branch is formed. Includes Help Desk & Training

January 31, 1994
TASC opens doors for business; begins taking calls for MVS, Networking, PC/Mac problems

1994 - 122
DIFFERENT TRAINING CLASSES OFFERED

October 14, 1994
10,000th customer ticket was created

1996 - 274
DIFFERENT TRAINING CLASSES OFFERED

1997 - 335
DIFFERENT TRAINING CLASSES OFFERED

1993 - 114
DIFFERENT TRAINING CLASSES OFFERED

March 11, 1994
1,000th customer ticket created in Remedy

1995 - 138
DIFFERENT TRAINING CLASSES OFFERED

Approximately 12,750 calls taken in first year

June 1997
Aspect ACD phone system installed. Replaced AT&T Merlin System

CIT... Profile on Support

AN INSIDE LOOK AT THE DIVISION OF CUSTOMER SUPPORT

CIT Deskside Support

Provides high quality support to all CIT desktop customers ... merges the services formerly provided by CIT-e with CIT's desktop support efforts for CSR, NBRSS, NIEHS Bethesda staff, NIAMS Cardoza Health Clinic, and NIA/BPMS.

CIT Training

A success story for NIH - built with predominately volunteer instructors. Courses are offered to NIH employees without charge and are designed to broaden knowledge across scientific, administrative, and technical fields. Self-study and on-line seminars are also available. http://training.cit.nih.gov

Desktop Engineering (DE)

Evaluates new desktop technologies... works closely with CIT Deskside Support to provide state of the art technology to CIT customers. Currently testing tools for automatically deploying security patches to the desktop... working on CIT's Windows XP and Office XP upgrade plan.

Information Systems Designated Procurement (ISDP)

Recent name change from SDP - program takes advantage of large volume purchasing agreements to efficiently deliver brand-name software, hardware, and services at significant discounts. To date, more than 54,000 customers (including 84 percent of HHS personnel) and all of NIH participate. Nearly twelve million dollars are saved annually through ISDP. http://isdp.nih.gov

Internal Systems Group (ISG)

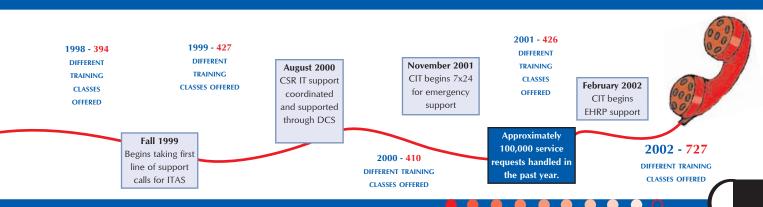Maintains Remedy - CIT's service ticket tracking system, Aspect - CIT's automated call distribution system, and CIT's Knowledge Management Database.

Technical Assistance and Support Center (TASC)

Provides centralized, multi-platform, technical support to the NIH computing community. Staffed by trained computer specialists, TASC fields hundreds of questions per day. Support is provided for a full range of technical issues: database development, telecommunications, networking, high-end scientific systems, software, e-mail, remote access, IT security, and enterprise systems.

1998 - 394 DIFFERENT TRAINING CLASSES OFFERED

1999 - 427 DIFFERENT TRAINING CLASSES OFFERED

August 2000 CSR IT support coordinated and supported through DCS

November 2001 CIT begins 7x24 for emergency support

2001 - 426 DIFFERENT TRAINING CLASSES OFFERED

February 2002 CIT begins EHRP support

Fall 1999 Begins taking first line of support calls for ITAS

2000 - 410 DIFFERENT TRAINING CLASSES OFFERED

Approximately 100,000 service requests handled in the past year.

2002 - 727 DIFFERENT TRAINING CLASSES OFFERED

CIT Staff Profile: Kay Coupe
Division of Customer Support (DCS)
...CIT Deskside Support Team Lead

What do you do at CIT?

I am the lead for the CIT Deskside Support Team (formerly known as CIT-E) and the Relationship Manager for the Service Level Agreement (SLA) that CIT has with the Center for Scientific Review (CSR). These two responsibilities lend themselves to each other quite well. We have joined the on-site support technicians at CSR with the CIT technicians. In total, I now lead a support staff of thirteen. In addition to this change, DCS has a newly formed Desktop Engineering (DE) section that tests and configures the hardware and software for CIT. The Deskside Support Team works hand in hand with DE to deploy the resulting configurations, to identify new and problem areas for testing and to share information.

I am very fortunate to have a skilled group of people in the Deskside Support Team. Therefore, I want to ensure that they will keep up-to-date with the ever-changing technology and are aware of CIT's expectations.

We hold weekly meetings with invited guest speakers from CIT and NIH. These informed individuals lead information discussions on various topics, such as virus protection, the Knowledge Base, IT security and wireless technology. Our team members also give presentations on various topics. I believe that sharing information and communicating within all areas of CIT are key elements in maintaining an informed and productive support team. (If you would like to share your expertise, please let me know so we can add you to the schedule. CoupeK@mail.nih.gov).

How did you get to CIT?

Just lucky! My husband and I had discussed moving for several years. Enduring Maine's cold winters and shoveling snow just wasn't fun any more. One of my assignments during my Executive Leadership Program was spent working for the IT Department at the U.S. House of Representatives. During the winter months that I spent in DC, a total of 1.5 inches of snow fell. When I went back home to Maine (after the Cherry Blossom Festival) we still had over a foot of snow.

That day we both seriously started to look for job opportunities in this area. Of course, there were other reasons too. I had reached the top of my career field at Portsmouth Naval Shipyard. It was time to move in another direction, so this was the perfect time to move to another area of the country. When I saw this job opening at CIT, I immediately applied. The rest is history, as they say.

What surprised you the most about our area?

People let you change lanes when you put on your directional signal (at least most of the time). This may sound strange unless you are used to Boston and New York drivers.

Hometown?	Syosset, Long Island, NY
Education?	BS from Trinity College, Vermont; Advanced courses at University of Vermont, University of Maine and Boston University; USDA Graduate School Executive Leadership Program; Dept. of the Navy Project Mgmt. College
Past Pursuits?	2nd Grade Teacher, Electronics Mechanic, Training Instructor and Computer Specialist
Favorite OS?	Would you believe SCO Unix?
Favorite book?	I don't have one favorite book, but I do love mysteries.
Favorite song?	*The Impossible Dream* from Man of La Mancha
Favorite tree?	White Birch
Favorite color?	**Purple** and **blue**
Favorite holiday?	**Christmas**
Favorite music?	Jazz and Big Band sounds
First car?	Plymouth Valiant - I'm not telling the year, but it wasn't new.
Favorite Plant?	**Hibiscus**
Favorite Flower?	White daisies

What is most familiar about your new location?

The countryside is just beautiful. Our home in Maine was amidst trees and fields, deer wandered through our backyard and the skunks came to visit upon occasion. We were able to find a similar setting in Maryland. The deer are still fond of our plants and we get an occasional skunk for Taffy (the cat) to play with. We think Malcolm (the parrot) is settling in to his new digs as well.

What is most important to you?

My family. I have a fantastic husband and two wonderful sons. My oldest son still lives in Maine and my younger son lives in Phoenix. I also have four sisters and a multitude of nieces, nephews and cousins. Family reunions are just great.

What is /are your passion(s)?

Theatre, all kinds. I spent the last 10 years volunteering my services in a non-profit theatre in Portsmouth, NH. I got the theatre bug while in college. I was never going to be a star of stage or screen, but I always had a great time ... in fact the best times were spent during rehearsal. It didn't take me long to realize that it was the process of putting on the show that intrigued me more than acting. My niche was stage managing, set design and later, producing. During my last three years in New England, I formed my own production company. I have also directed, but now I leave that to my husband.

What's your dream car?

They haven't invented it yet. It would require no maintenance, you wouldn't have to stop at the gas station every few days, and dings acquired while parked in a parking lot would fix themselves.
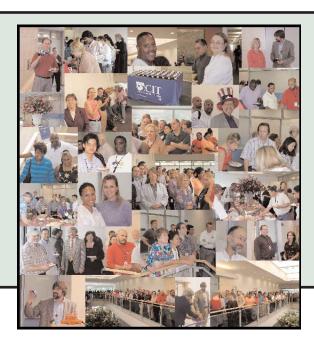
How would you describe your parents?

My father was a true educator and loved people. It was obvious to everyone he met. My mother shared these qualities with him for fifty years, and continues to do so today.

What is your most important goal at CIT?

There are two important initiatives that have already begun and I would like to see continued at CIT. I want to be part of fostering CIT's proactive environment and to further encourage ongoing communication between all divisions. I think these goals go hand in hand with CIT's vision to be a vital partner in the discovery of biomedical knowledge at NIH.

I feel all of us at CIT can help promote NIH endeavors by keeping an open mind, creative spirit and high regard for NIH initiatives.

CIT Relocation
Awards Ceremony
and Open House
held
Thursday, October 3, 2002

10401 Fernwood Road
Bethesda, Maryland

CIT Introduces... "In Your Corner"

Dear Colleagues,

I am pleased to announce an update to The Center Link, *Where CIT Connects*. Beginning with this issue, CIT's Office of Diversity and Employee Concerns (ODEC) will have the use of the prime "back page" to highlight resources, workshops, and events that are important to our growth as individuals and as a community. Our working name is "*In Your Corner*" - but if you have an alternate name you'd like to share - we welcome your suggestion. Likewise, if you have a question or a concern that you would like to address on this page, please don't hesitate to bring it forward!

Speaking of concerns, at CIT we recognize that ordinary responsibilities, holiday pressures, and extraordinary events can impact our work, our families, and our community. Many of us were affected by the tension and uncertainty of the sniper attacks in October 2002. Some of us are faced with challenging family or personal issues, and others may find the holiday season difficult.
The year 2002 has been full of great joys and sorrows for many in CIT.

> **If you (or someone you care for) are experiencing unusual stress, anxiety, or symptoms of depression, please do not hesitate to reach out for assistance. Contact our Employee Assistance Program (EAP) at NIH - Telephone: 301.496.3164/Bldg. 31/Room B2B57 or via the web at www.nih.gov/od/ors/ds/eap. Your use of this important resource is completely confidential.**

We have colleagues who continue to battle major illness, co-workers who have lost family members and friends, and the death of our colleague - Deborah Malcolm - to mourn. We have new life to celebrate and more births to look forward to. On behalf of CIT, we join you in sympathy for every sorrow - and celebration of every joy. As the days rush toward 2003 - we wish you and yours a peaceful New Year.

Gloria Myles
Director, Office of Diversity and Employee Concerns

Deborah Denise Jackson Malcolm
June 11, 1951 - June 14, 2002

CIT extends every sympathy to the devoted family and loyal friends of Deborah Jackson Malcolm, our colleague in the Division of Network and Telecommunications Support (DNST). Born and raised in Washington D.C., Deborah's life was full as a wife, mother, grandmother, daughter, sister, aunt, college student, daughter and sister-in-law, friend, member of her church, and co-worker. As the program for her Celebration of Life notes,

> *The joy she received in her employment was unequaled. She loved her job at the National Institutes of Health. Her employment at NIH was another milestone in her life and she was a very loyal and trusted employee. ... She attended Strayer College and just recently completed her Associates Degree. She worked diligently, she was steadfast, and she was determined. She never took anything for granted and she never complained...Deborah's smile will never be forgotten and she has been a bright shining star in every life she has touched. She Walked in Beauty!*

From the Jackson and Malcolm Families to Deborah's co-workers ...

> *We cannot find words adequate enough to express our heartfelt appreciation, but we sincerely thank you for all the love that was shown to us during our time of deepest sorrow. The flowers, phone calls, cards, visits, and gifts (both tangible and intangible), the prayers and time spent with us, will be forever remembered.*

CIT
Center for Information Technology

National Institutes of Health
U.S. Dept. of Health & Human Services
Bethesda, MD 20892-4802

Main: 301.496.6203
Fax: 301.402.4437
Web: http://opec.cit.nih.gov
E-mail: centerlink@mail.nih.gov

CIT's Office of Diversity and Employee Concerns (ODEC) is available to answer any diversity or employee question or concern you may have. ODEC expands the functions from the office we knew as "EEO". If you have a question or concern, please do not hesitate to contact CIT's ODEC Officer, Gloria Myles, at 301.402.2268.